TDOT Department of Transportation

Quarterly Performance Measures Report

SmartWay TDOT Central Software

Includes All Responders

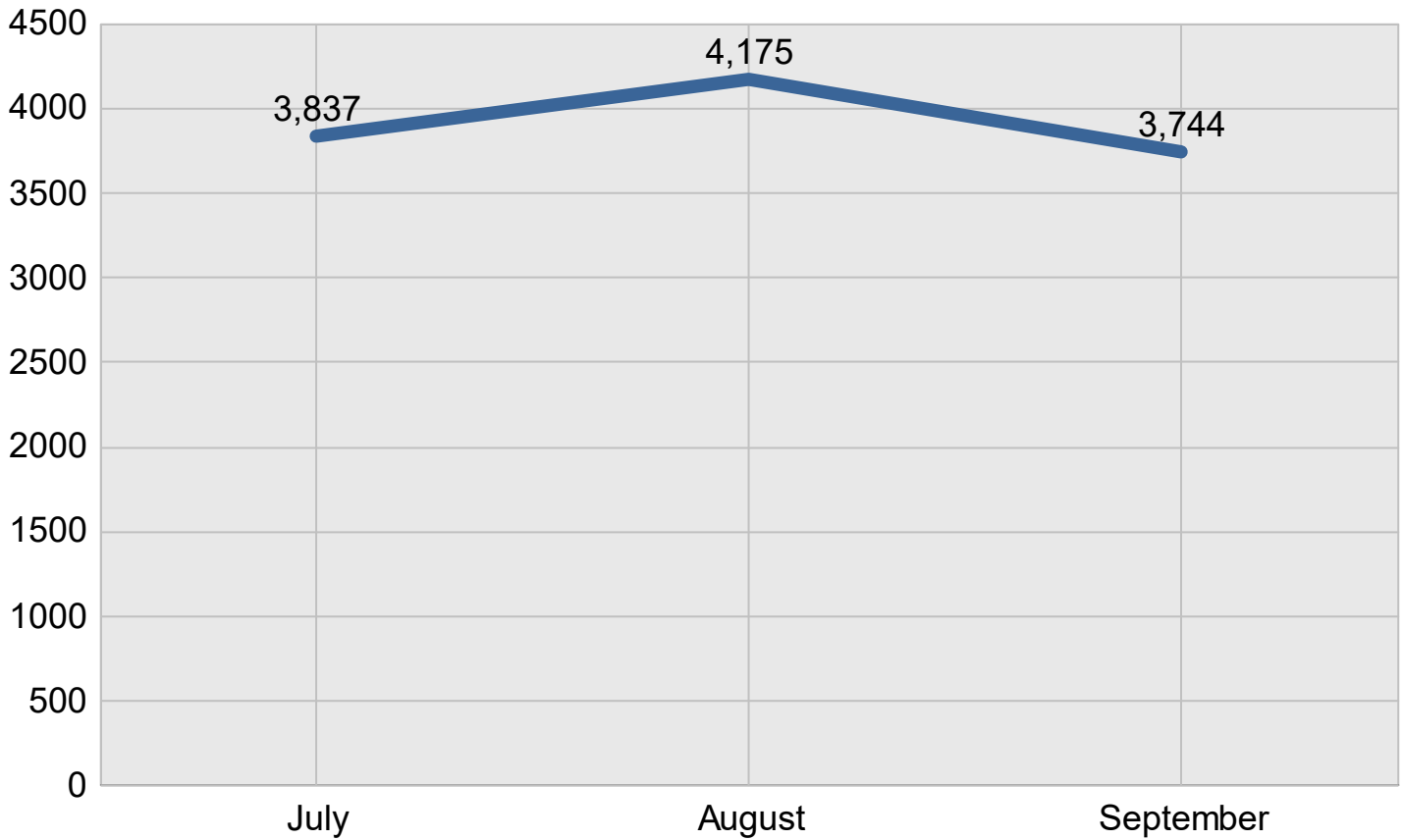**Reporting Period: July 1, 2021 to September 30, 2021**

Region 3

| Created on: | March 28, 2022 | 12:24 pm | County: | All Counties | Report Template version 2.0 |

Total Incidents Managed This Quarter: 11,756

Incidents Managed
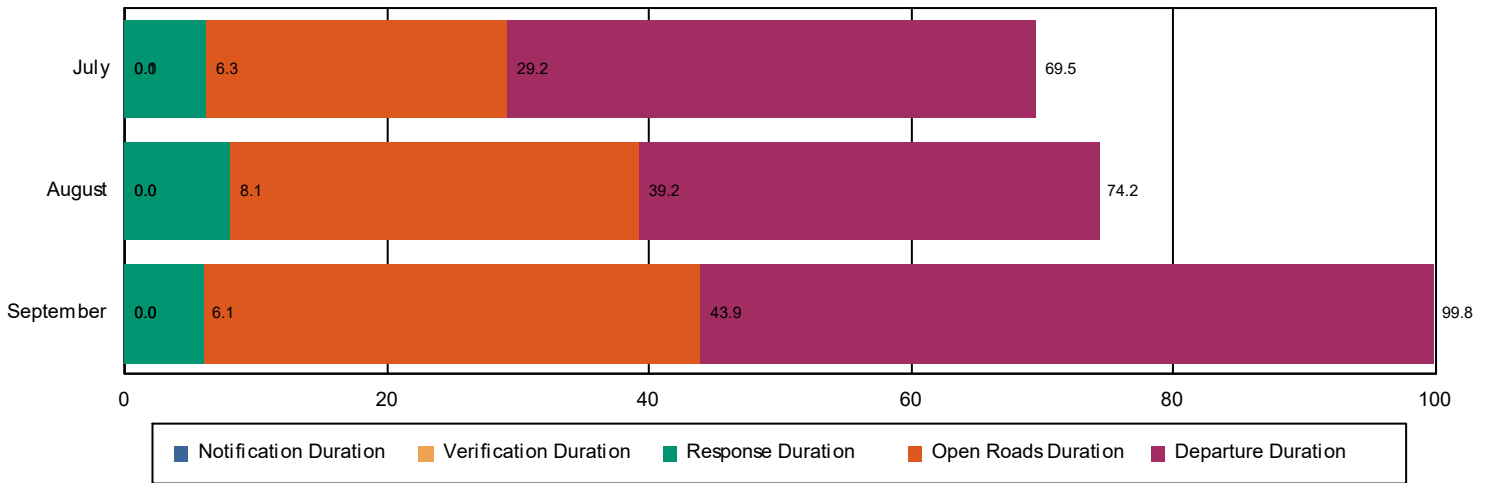
Incidents Managed - Monthly
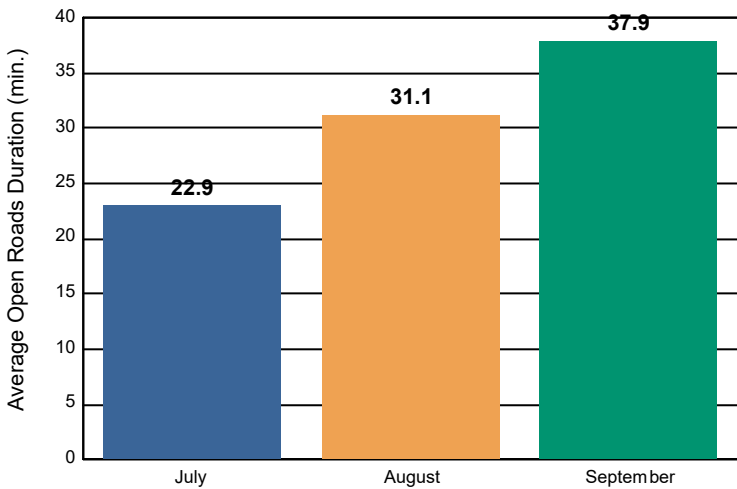
Performance Measures Summary

Incidents Overall Response

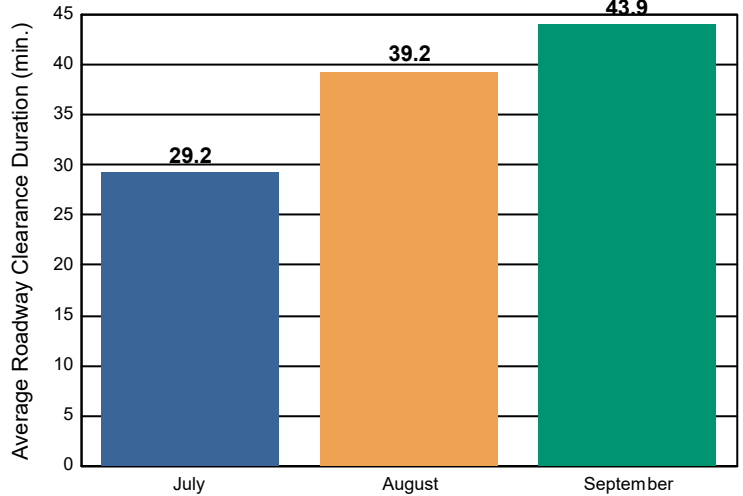|	July	August	September	Total
Events included in Performance Measures	791	791	720	2,302
Notification Duration (min.)*	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.1	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	6.2	8.1	6.1	6.8
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	22.9	31.1	37.9	30.4
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	40.3	35.0	55.9	43.2
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**29.2**	**39.2**	**43.9**	**37.2**
	69.5	**74.2**	**99.8**	**80.5**

Incident Clearance Duration

Open Roads Duration / Month

Roadway Clearance Duration / Month

Performance Measures Summary

Incidents with HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	656	666	613	1,935
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.0	0.0	0.0	0.0
Response Duration (min.) [First Notification to First Arrival]	5.8	8.0	6.1	6.7
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	17.0	29.0	37.1	27.6
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	40.6	38.7	59.8	46.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes **Cleared]**	**22.9**	**37.0**	**43.2**	**34.2**
	63.5	**75.7**	**102.9**	**80.2**

Incident Clearance Duration
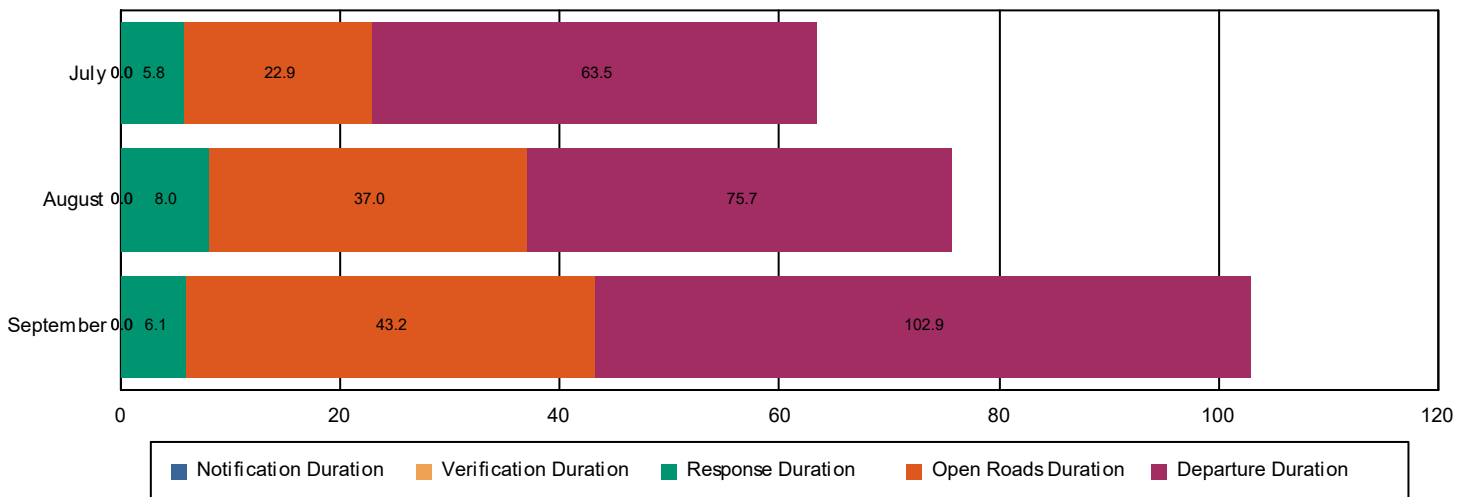
Open Roads Duration / Month

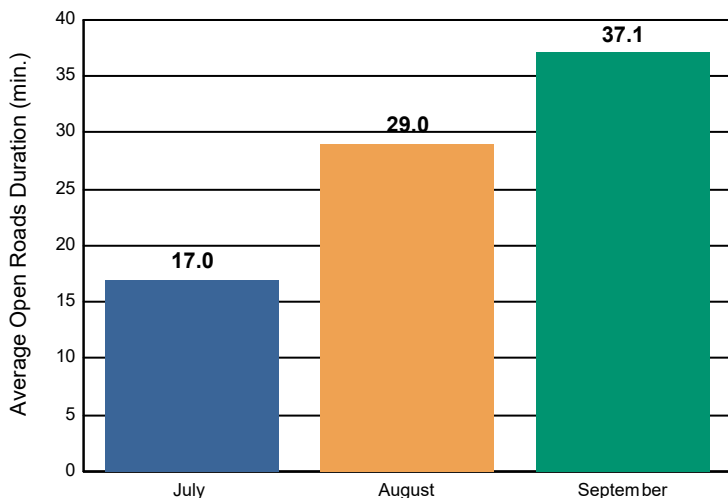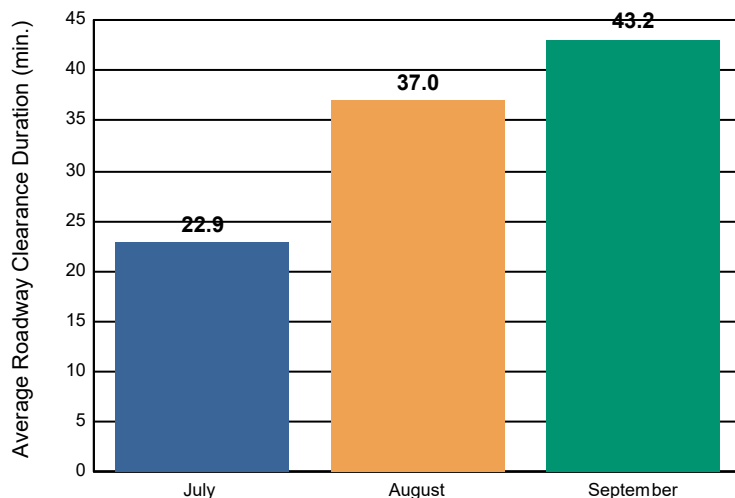## Roadway Clearance Duration / Month

Performance Measures Summary

Incidents without HELP Truck Response

	July	August	September	Total
Events included in Performance Measures	135	125	107	367
Notification Duration (min.)	0.0	0.0	0.0	0.0
Verification Duration (min.)	0.5	0.0	0.0	0.2
Response Duration (min.) [First Notification to First Arrival]	8.3	8.9	6.0	8.0
Open Roads Duration (min.) [First Arrival to Travel Lanes Cleared]	56.4	43.8	44.5	48.9
Departure Duration (min.) [Travel Lanes Cleared to Last Departure]	38.5	12.2	22.9	25.0
Roadway Clearance Duration (min.) [First Notif to Travel Lanes Cleared]	**65.3**	**52.7**	**50.5**	**57.0**
	103.8	**65.0**	**73.5**	**82.0**

Incident Clearance Duration
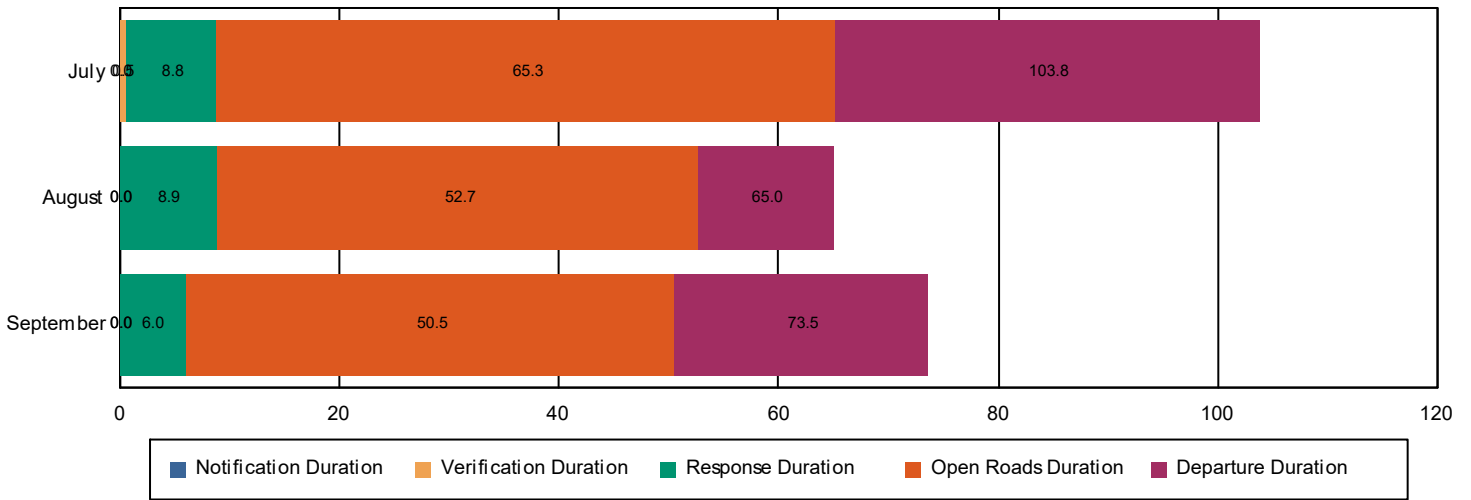
Open Roads Duration / Month
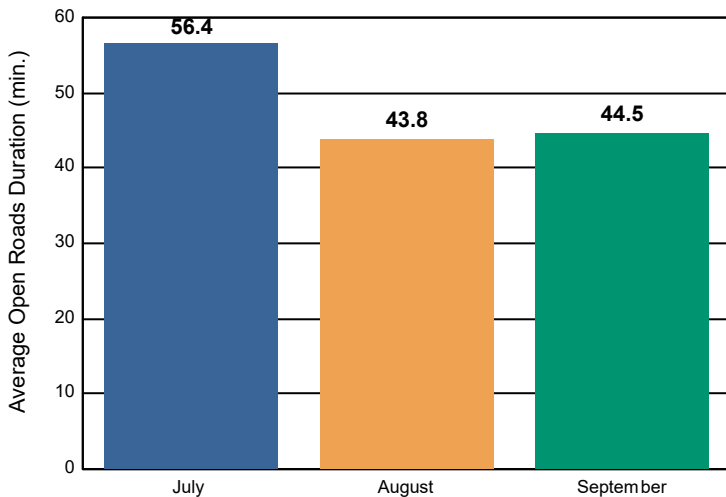
Roadway Clearance Duration / Month
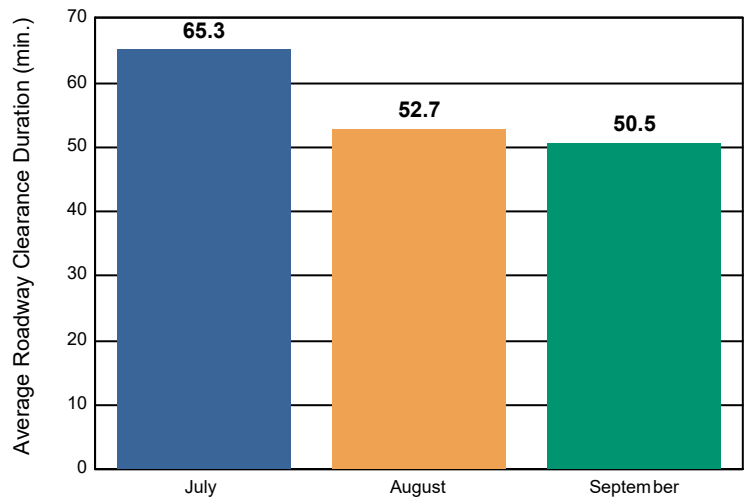
Lane Blockage Clearance Times - Overall
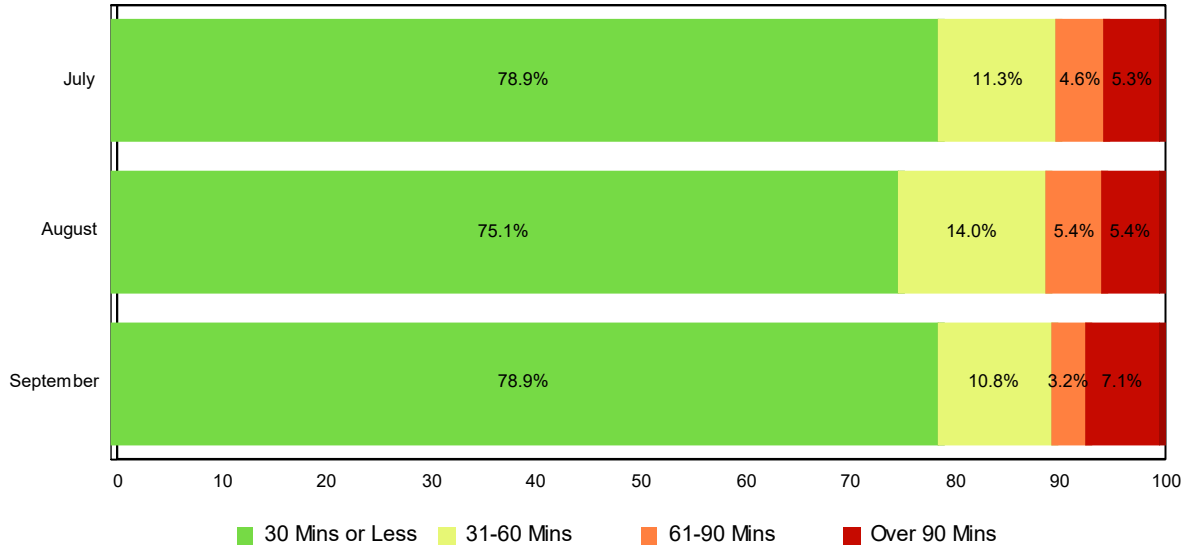
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	624	89	36	42	791
August	594	111	43	43	791
September	568	78	23	51	720
Total # of Events	1,786	278	102	136	2,302

Chart legend: 30 Mins or Less ■ 31-60 Mins ■ 61-90 Mins ■ Over 90 Mins ■

July: 78.9%, 11.3%, 4.6%, 5.3%
August: 75.1%, 14.0%, 5.4%, 5.4%
September: 78.9%, 10.8%, 3.2%, 7.1%

Lane Blockage Clearance Times - with HELP Truck Response
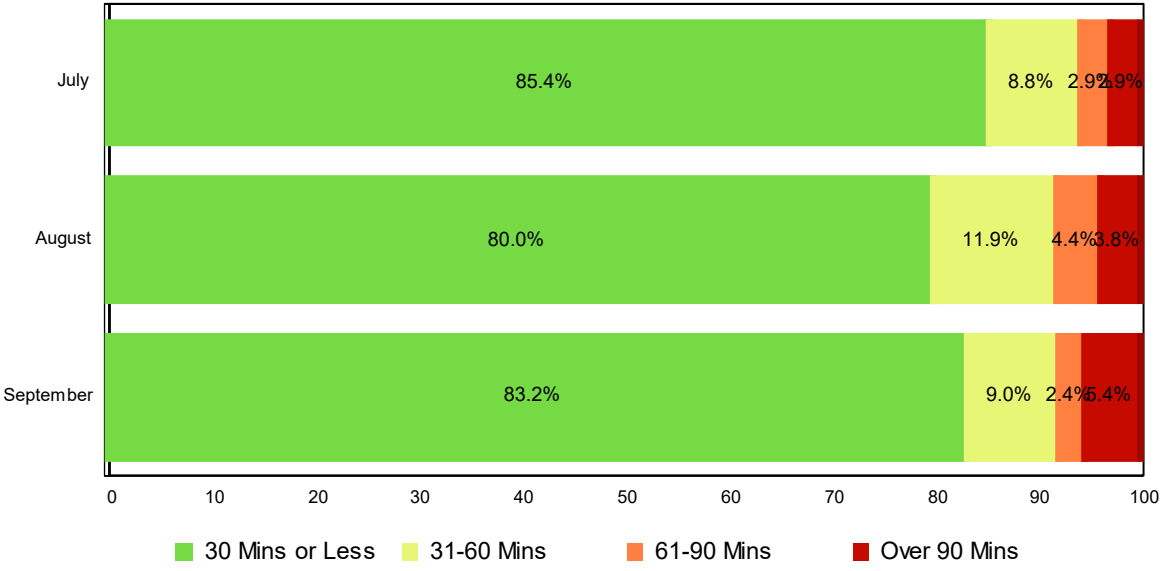
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	560	58	19	19	656
August	533	79	29	25	666
September	510	55	15	33	613
Total # of Events	1,603	192	63	77	1,935

Lane Blockage Clearance Times - without HELP Truck Response
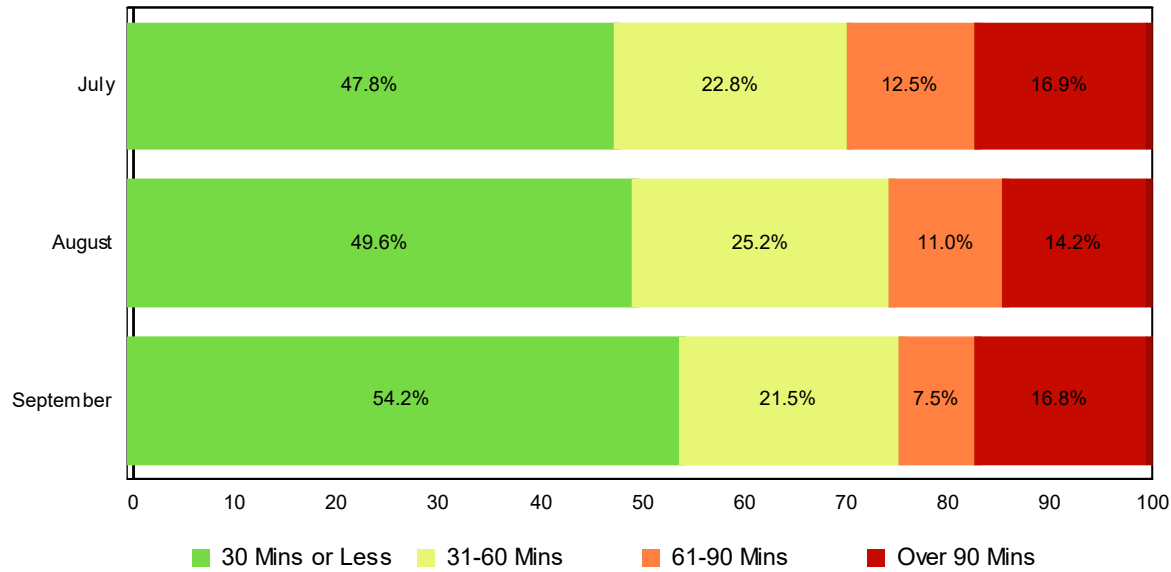
Month	30 Mins or Less	31-60 Mins	61-90 Mins	Over 90 Mins	Total # of Events
July	65	31	17	23	136
August	63	32	14	18	127
September	58	23	8	18	107
Total # of Events	186	86	39	59	370

All Incidents with Travel Lane Blockage and HELP Truck Response

No. of Lanes Blocked	%	Count	%	Count	%	Count	%	Count	Avg Clear Time (Min)
1	90	1139	97	1217	98	1242	2	19	14
2	76	381	90	454	95	478	5	24	27
3	50	61	78	96	86	106	14	17	49
4	43	20	57	26	65	30	35	16	90
5	50	1	50	1	50	1	50	1	57
7	100	1	100	1	100	1	0	0	13
Totals	83	1,603	93	1,795	96	1,858	4	77	21
	<=30 Mins		<=60 Mins		<=90 Mins		>90 Mins		

Travel Lane Blockage Events- Roadway

Roadway	Lane Blockage Events Count	All Incidents	% of Incidents with Lane Blockage
I0024	665	3,193	20.8
I0024E1	14	36	38.9
I0040	669	2,637	25.4
I0065	548	2,738	20.0
I0440	103	563	18.3
I0840	15	85	17.6
Region 3 TMC	0	16	0.0
SR001	4	4	100.0
SR006	23	113	20.4
SR007	3	3	100.0
SR011	5	5	100.0
SR012	2	2	100.0
SR013	1	1	100.0
SR015	1	1	100.0
SR025	4	4	100.0
SR041	2	2	100.0
SR049	1	1	100.0
SR050	1	1	100.0
SR052	2	3	66.7
SR065	3	4	75.0
SR098	1	1	100.0
SR106	2	2	100.0
SR109	1	1	100.0
SR149	1	1	100.0
SR151	1	1	100.0
SR155	184	941	19.6
SR171	2	2	100.0
SR253	1	1	100.0
SR254	2	2	100.0

SR255	2	2	**100.0**
SR265	1	1	**100.0**
SR266	0	1	**0.0**
SR269	1	1	**100.0**
SR275	1	1	**100.0**
SR376	3	3	**100.0**
SR386	34	62	**54.8**
All Roadways	**2,303**	**10,435**	**22.1**

Percentage of Event Types for All Events in Current Quarter

Special Event
0.21%

Single Vehicle Crash
2.67%

Road Work - Scheduled
10.14%

Road Work - Emergency
0.13%

Police Activity
1.98%

Pedestrian
0.45%

PD/Med/Fire Activity
0.81%

Overturned Vehicle
0.73%

Oversize Load
0.01%

Other
0.10%

Off Ramp Backup
0.10%

MultiVehicle Crash
13.68%

Jack-Knife Tractor Trailer
0.12%

Interstate Shooting
0.01%

Grass Fire
0.07%

Flooding
0.30%

Evacuation
0.03%

Emergency Vehicles
0.03%

Abandoned Vehicle
10.88%

Amber Alert
0.01%

Bridge Work
0.02%

Congestion
0.07%

Daily Log
0.77%

Debris on Roadway
5.15%

Disabled Vehicle
48.61%

Event Types for All Events	July	August	September	Total	%
Abandoned Vehicle	483	423	419	1,325	10.9%
Amber Alert	0	1	0	1	0.0%
Bridge Work	0	0	2	2	0.0%
Congestion	5	2	1	8	0.1%
Daily Log	31	33	30	94	0.8%
Debris on Roadway	228	223	176	627	5.2%
Disabled Vehicle	1,905	2,156	1,856	5,917	48.6%
Emergency Vehicles	2	0	2	4	0.0%
Evacuation	0	0	4	4	0.0%
Flooding	9	10	17	36	0.3%
Grass Fire	3	1	5	9	0.1%
Interstate Shooting	0	0	1	1	0.0%
Jack-Knife Tractor Trailer	1	5	8	14	0.1%
MultiVehicle Crash	559	550	556	1,665	13.7%
Off Ramp Backup	1	2	9	12	0.1%
Other	8	2	2	12	0.1%
Oversize Load	0	0	1	1	0.0%
Overturned Vehicle	38	22	29	89	0.7%
PD/Med/Fire Activity	37	36	26	99	0.8%
Pedestrian	12	33	10	55	0.5%
Police Activity	78	96	67	241	2.0%
Road Work - Emergency	6	4	6	16	0.1%
Road Work - Scheduled	343	466	425	1,234	10.1%
Single Vehicle Crash	96	130	99	325	2.7%
Special Event	13	11	1	25	0.2%
Test Incident	18	18	10	46	0.4%
Towing	5	2	2	9	0.1%
Unknown	65	59	68	192	1.6%
Vehicle Fire	23	22	23	68	0.6%
Weather	14	13	13	40	0.3%
Wrong Way Driver	0	2	0	2	0.0%

	July	August	September	Total	%
Total	3,983	4,322	3,868	12,173	100.0%

	July	August	September	Total	%

Incidents by Detection Source

HELP Operator
8.1%

METRO PD
0.0%

THP Dispatch
0.0%

THP Local
0.0%
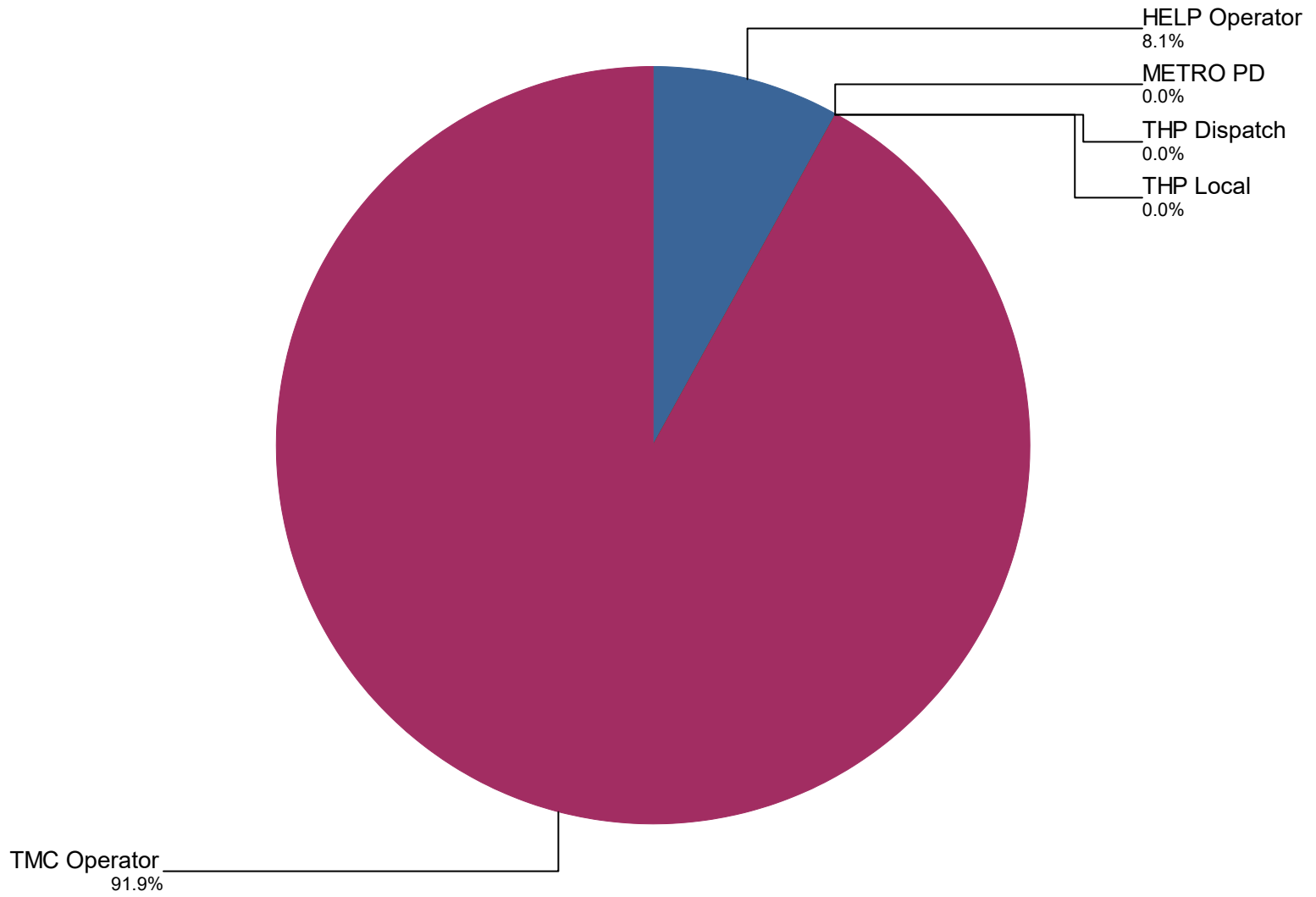
TMC Operator
91.9%

Notifier Agency	July	August	September	Total	%
HELP Operator	315	411	254	980	8.1
METRO PD	0	0	1	1	0.0
THP Dispatch	0	0	1	1	0.0
THP Local	1	0	0	1	0.0
TMC Operator	3,667	3,911	3,612	11,190	91.9
Total	**3,983**	**4,322**	**3,868**	**12,173**	**100.0%**

Percentage of Activity Types for HELP Truck Activities in Current Quarter

Phone Call 0.1%
Other 1.2%
Notified TDOT 0.0%
Notified Law 0.0%
No Service-Occupied 0.1%
No Service-Abandon 0.0%
Mechanical 3.3%
Jump Start 0.6%
Fluids 0.2%
First Aid 0.1%
Extinguish Fire 0.1%
Directions 0.1%
Deploy Cones 0.4%
Comment Card 0.6%
Change Tire 5.0%
Called Wrecker 0.0%

Absorbent 0.5%
Assist Maint 0.0%
Assist Other 1.3%
Assist THP 0.1%
Blocked Ln/Traf Ctrl 50.7%
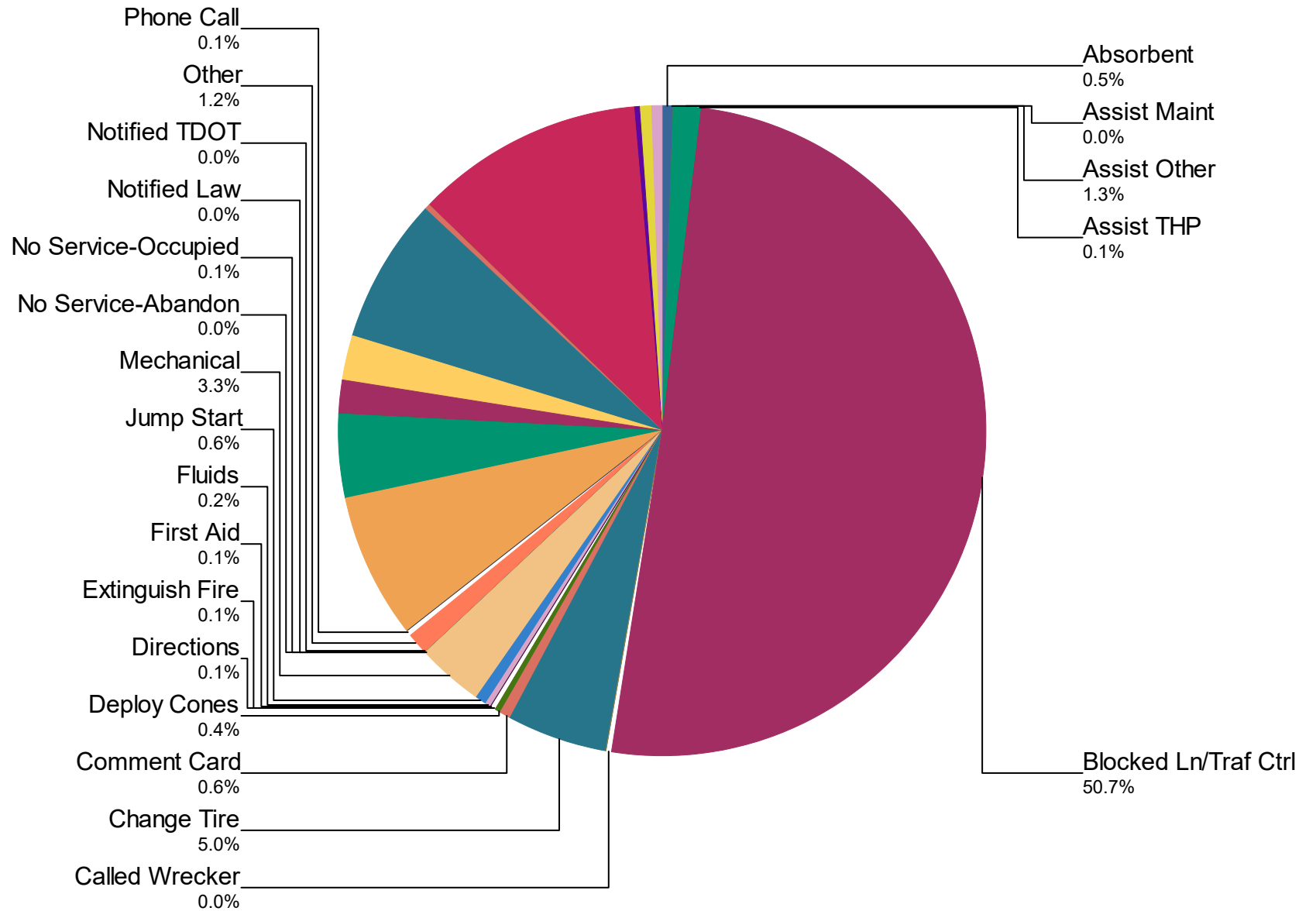
Activity Types for All Activities	July	August	September	Total	%
Absorbent	37	40	38	115	0.5
Assist Maint	1	6	2	9	0.0
Assist Other	91	131	71	293	1.3
Assist THP	9	9	12	30	0.1
Blocked Ln/Traf Ctrl	3,834	4,099	3,605	11,538	50.7
Called Wrecker	3	3	0	6	0.0
Change Tire	389	407	347	1,143	5.0
Comment Card	36	58	37	131	0.6
Deploy Cones	21	34	28	83	0.4
Directions	7	13	10	30	0.1
Extinguish Fire	3	4	5	12	0.1
First Aid	6	15	6	27	0.1
Fluids	17	23	12	52	0.2
Jump Start	35	56	44	135	0.6
Mechanical	248	292	203	743	3.3
No Service-Abandon	0	0	1	1	0.0
No Service-Occupied	6	3	5	14	0.1
Notified Law	1	7	1	9	0.0
Notified TDOT	0	1	0	1	0.0
Other	97	102	70	269	1.2
Phone Call	7	4	4	15	0.1
Relocate Vehicle	561	596	537	1,694	7.4
Remove Debris	323	331	280	934	4.1
Secure Load	1	0	2	3	0.0
Slow Roll	93	126	115	334	1.5
Supply Fuel	176	197	175	548	2.4
Tag Abandoned	517	604	537	1,658	7.3
Transported	13	11	12	36	0.2
Unable to Locate	4	2	2	8	0.0
Welfare Check	856	987	765	2,608	11.5
Wrecker List	8	21	24	53	0.2

	July	August	September	Total	%
Wrecker Towed	28	42	31	**101**	**0.4**
Wrong Truck	67	36	35	**138**	**0.6**
Total	**7,495**	**8,260**	**7,016**	**22,771**	**100.0%**

DMS Duration

	Jul	Aug	Sep
Avg % ON Time	50.2	27.1	26.2
Avg Post Time (hr)	3.1	1.8	1.8
Avg Messages Per Sign	119.9	109.8	102.2
Total Messages Posted	11,148	10,208	9,508